
225.50

Issuing Food Instruments (FIs)

Overview

Introduction This policy provides information about issuing food benefits.

Benefit issuance Three months of benefits are generally issued to each participant. However, clinic personnel can adjust the issuance cycle to one or two months based on individual needs.

Note: The data system does not allow the issuance of retroactive benefits.

Who may issue benefits A WIC staff person who has also been certified eligible to receive WIC benefits may not issue food benefits for their own household. Another staff person must issue the benefits to avoid any opportunity for, or appearance of, program fraud or abuse.

Separation of duties One person must determine eligibility and a second person must issue the eWIC card and benefits. The staff person who determines income eligibility and medical or nutrition risk cannot be the same person. In WIC clinics this will be accomplished through the following process:

- A CPA determines eligibility (Certification Panel); and a support staff member issues the eWIC card, issues benefits to the eWIC account, and obtains a signature of receipt of benefits.

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Issuing Procedure

Introduction This section of policy describes the procedure for issuing benefits at different types of WIC appointments.

At certification Follow the steps in the table below to issue benefits after a participant has been successfully certified.

Step	Action
1	Issue benefits.
2	Carefully review the issued benefits to verify the correct items were issued.
3	Ask the parent/guardian/participant to sign the signature pad.
4	Provide the family with the eWIC card.
6	Schedule the next appointment(s).

Note: Provide a list of local vendors who will accept WIC FIs to new participants.

Nutrition classes Follow the steps in the table below to issue benefits for those attending classes.

Step	Action
1	Ask for the identification and verify with the participant that no changes are needed with the food package.
2	Open the class appointment and record status as “Attended.”
3	Direct individuals to the waiting area until the class begins.
4	When class begins, open the family records and issue food benefits.
5	Carefully review the food benefits to verify the correct items were issued.
6	When prompted for a signature, mark as No Signature Available with the reason of NE Class.
7	Schedule the next appointment(s).

At other appointments Follow the steps in the table below to issue benefits at other appointments.

Step	Action
1	Ask for the identification.
2	Mark the appointment as kept.
3	Direct the individual to the waiting area until they are called for their appointment.
4	After the client meets with the CPA, open the family and go to their clinic services record.
5	Issue benefits.
6	Carefully review the issued benefits to verify the correct items were issued.
7	Ask the parent/guardian/participant to sign the signature pad.
8	Verify that the economic unit has their eWIC card.
9	Schedule the next appointment(s).

Reissuing Food Instruments (FIs)

Introduction

FIs may need to be reissued in the following situations:

- A food package change,
- Lost or stolen FIs (see Policy 225.65 for more information), and
- When a foster parent cannot retrieve the initial FIs from the birth family or a previous foster family.

Policy

FIs can be reissued with the same food package or with a new food package.

- When FI's are reissued without a new food package being created, the replacement FIs will have the same food package as the original FIs.
- When a new food package has been created, the replacement FIs will have the new food package instead of the food package printed on the original FIs.

Procedure: Old food package

Follow the steps in the table below to reissue benefits with the old food package.

Step	Action
1	Click on the Food Benefits branch.
2	Click on Recalculate.
3	Make sure the appropriate months FI's check boxes are selected and remove those you do not want to be issued.
4	Mark the reissuance reason as current. A proration override may be allowed if it meets policy requirements outlined in Policy 235.02.
5	Click on the Issue Benefits button, record the appropriate void codes in the pop-up table, and close the pop-up.
6	Issue benefits.
7	Carefully review the food benefits print out to verify the correct items were reissued.
8	Ask the parent/guardian/participant to sign the signature pad.

Procedure: New food package

Follow the steps in the table below to reissue benefits with a new food package.

Step	Action
1	Create the new food package and verify it.
2	Click on the Food Benefits branch of the navigation tree and verify the correct months are checked for reissuance.
3	Mark the reissuance reason as current. A proration override may be allowed if it meets policy requirements outlined in Policy 235.02.
4	Issue benefits.
5	Carefully review the food benefits print out to verify the correct items were reissued.
6	Ask the parent/guardian/participant to sign the signature pad.

Recalculation of Benefits

Introduction

There are times when the food benefit amount may need to be adjusted for a household. Examples of when this may occur are as follows:

- Participant disqualification or
- Child removed from a family (example: A child is placed in foster care.)

The Recalculate function needs to be used to ensure the food benefit amount is adjusted appropriately for a household.

Recalculation of benefits

The recalculate benefits function must be completed to ensure the food benefit amount is adjusted appropriately and to prevent the purchase of WIC foods.

- On the food issuance panel, select “Recalculate”.
 - When the benefits are displayed, clear the check boxes for the participant(s) issuance periods where food benefits are not allowed.
 - Click “Issue Benefits” and the system will rewrite the food benefits issuance minus the benefits of the check boxes that were cleared.
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